

Civil Service Essentials for Supervisors

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Training Section

Department of State Civil Service

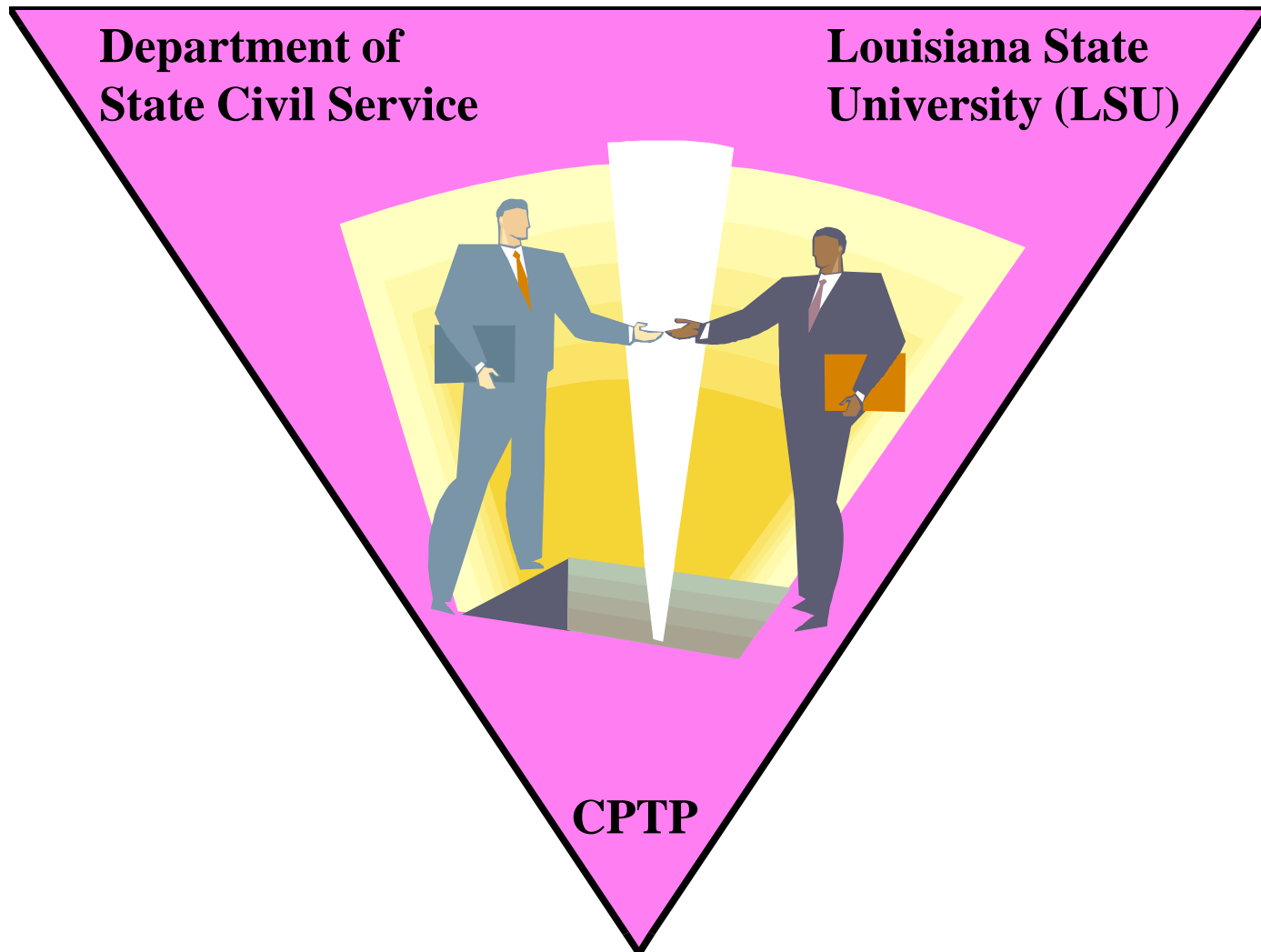
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DEPT. OF STATE CIVIL SERVICE COURSES OFFERED THROUGH THE
COMPREHENSIVE PUBLIC TRAINING PROGRAM (CPTP):
(Part of the New Minimum Training Requirement) (Effective 07/01/2008)
(Supervisory Group 1)

- Common Myths That Affect Good Supervision (DSCS)
 - Controlling Absenteeism and Tardiness (DSCS)
 - Civil Service Essentials for Supervisors (DSCS)
 - Documenting for Performance and Discipline (DSCS)
 - Performance Planning and Review (DSCS)
 - *Developing a Motivated Work Group (LSU)*
 - *Strategies for Supervisory Success (LSU)*
- Or*
- *Elements of Supervisory Practices (Part 1) (LSU)₂*

DELIVERY STRUCTURE OF TRAINING PROGRAM



Comprehensive Public Training Program (CPTP)

(225) 342-8539 (General Line) (CPTP Office)



DEPARTMENT OF STATE CIVIL SERVICE WEBSITE ADDRESS

www.civilservice.la.gov



HOUSEKEEPING ISSUES

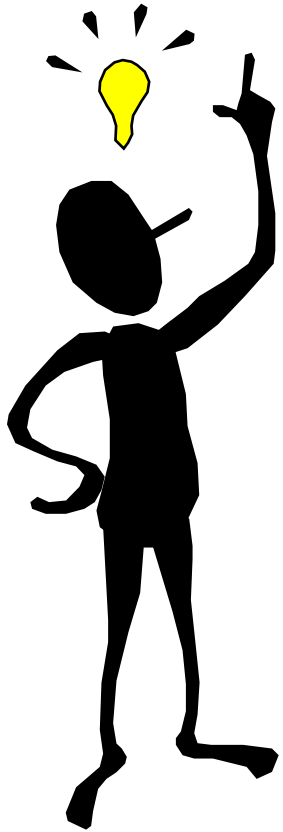


- Class Time
- Class Breaks and Lunch
- Class Format
- Group Work
- Selection of Group Leaders
- Test Information
- Places to Eat
- Location of Snacks
- Location of Restrooms

JOB OF THE GROUP LEADER



- Speak on behalf of your group
- Write your group's answers down
- Solicit comments from each member of your group
- Keep your group on point



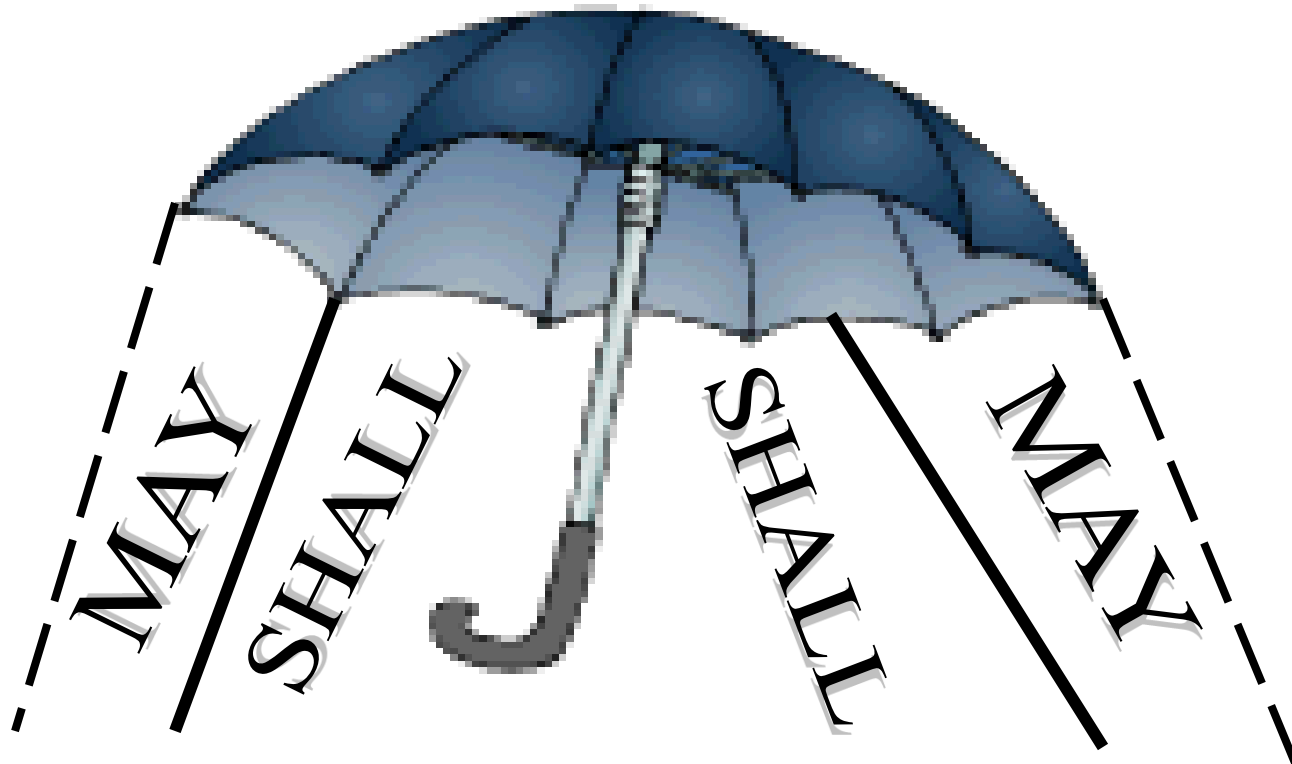
YOU CAN ONLY

CONTROL

WHAT YOU CAN

CONTROL

CIVIL SERVICE RULES



AGENCIES

CIVIL SERVICE
RULES

AGENCY
POLICIES



ARE NOT ALWAYS THE SAME

(C.S. SHALL VS. C.S. MAY RULES)

HISTORY OF CIVIL SERVICE





Spoils System

Employees were:

- Active in campaigns
- Forced to contribute to keep jobs
- Hired and retained based on politics
- Deadheads with little or no duties

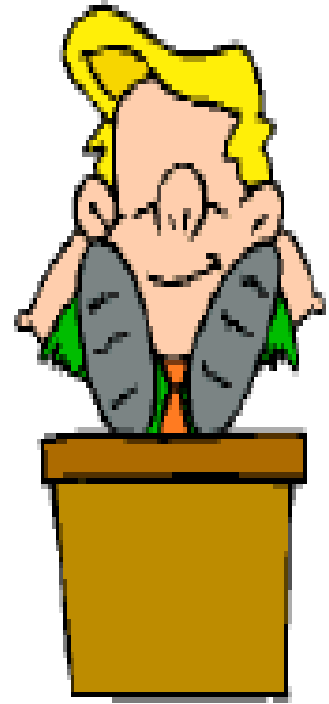
“De-ducts”

- Gov. Huey Long allegedly ordered dept. heads to deduct 20% from employees’ salaries to pay for his political newspaper.
- When he ran for U.S. Senate, “voluntary” donations to his campaign of 10% of salaries were given in hope of keeping one’s job.



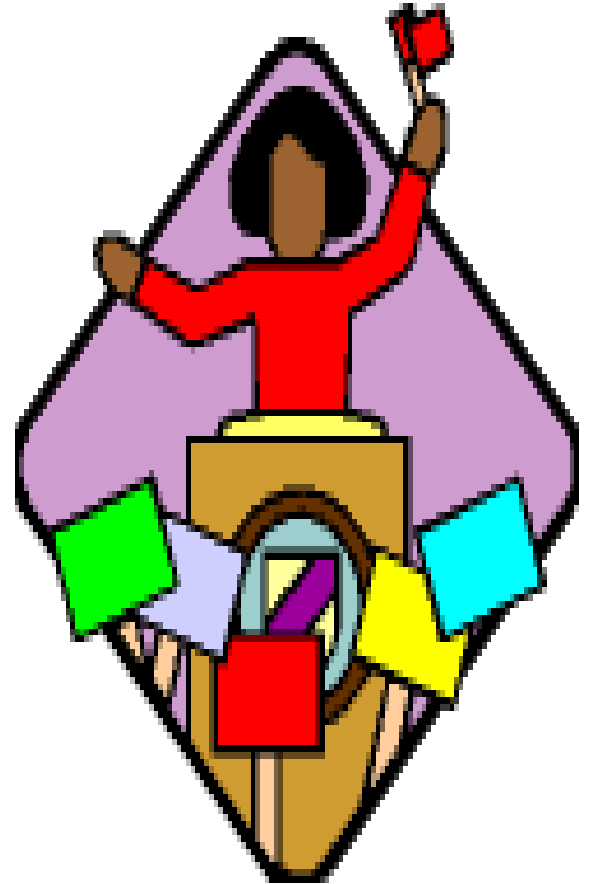
Deadheads

- In New Orleans, the number of state & city employees jumped from 10,600 in 1939 to 15,800 before the 1940 election.
- After the primary election, the level dropped to what it was 12 months before.



Double Dipping by Legislators

- 37 legislators elected in 1936 got \$300,000 in salaries/ fees from one agency alone (Debt. Moratorium Comm.) during their 4-year term.
- During that same time period, 13 New Orleans legislators were double-dipping by being on both the state and city payroll at the same time.

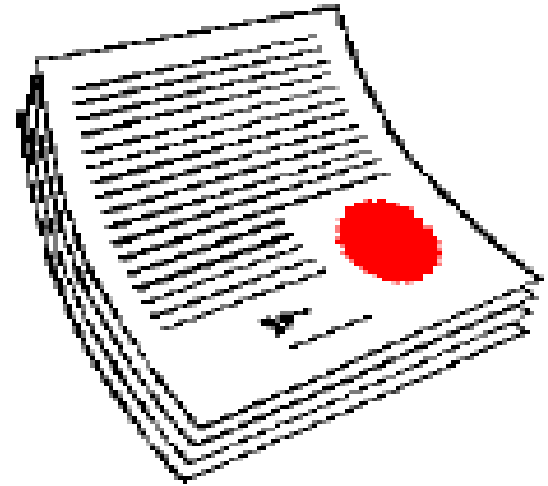




Purpose & Mission of Civil Service

1. Eliminate waste and inefficiency due to politics.
2. Create a stable, competent, career workforce.
3. Govern personnel practices for classified state employees.
4. Administer HR practices to help state agencies provide quality services to the general public.

Civil Service Rules



- Rules flow from Article X of the Louisiana State Constitution.
- Governs personnel practices for classified state employees.

Benefits of Merit System

- Hiring based on qualifications
- Uniform classification/pay system
- No political turnover
- Appeals/due process



Civil Service Commission (The top boss!)

- Adopts C.S. rules
- Approves classification and pay plans
- Hears C.S. appeals
- Selects Director of C.S.
- Monthly public meetings



CLASS EXERCISE

CIVIL SERVICE QUESTIONS



“I have a telephone number for you to call.”

(225) 219-9437

(Accountability Division General Line)



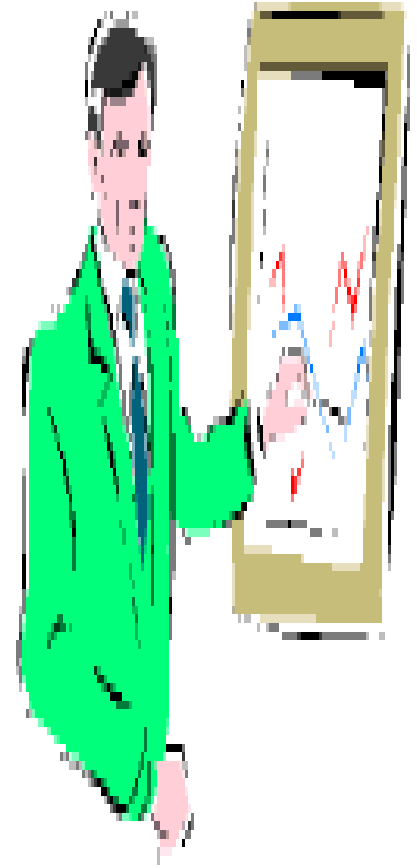
CLASS EXERCISE

IDENTIFYING LEARNING OUTCOME CHALLENGES



KNOW YOUR ROLE AS A STATE SUPERVISOR

- Always secure the backing of your chain of command before initiating any action.
- Familiarize yourself with your agency's policies and procedures.
- Know your delegated authority given.
- Your signature has consequences.



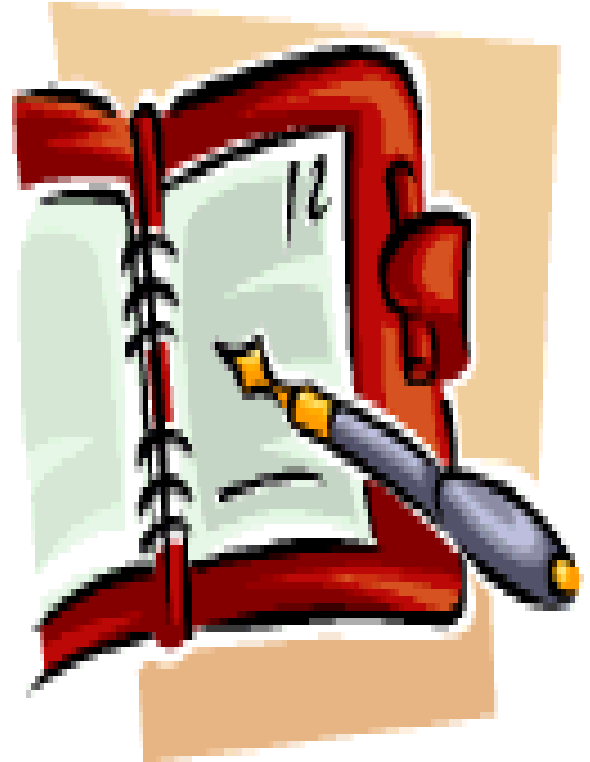
CLASS EXERCISE

INTERVIEW QUESTIONS



Planning the Interview

- Check for agency policies.
- Review information on job applications.
- Use position descriptions for duties/essential functions.
- Make copies of structured questionnaires.



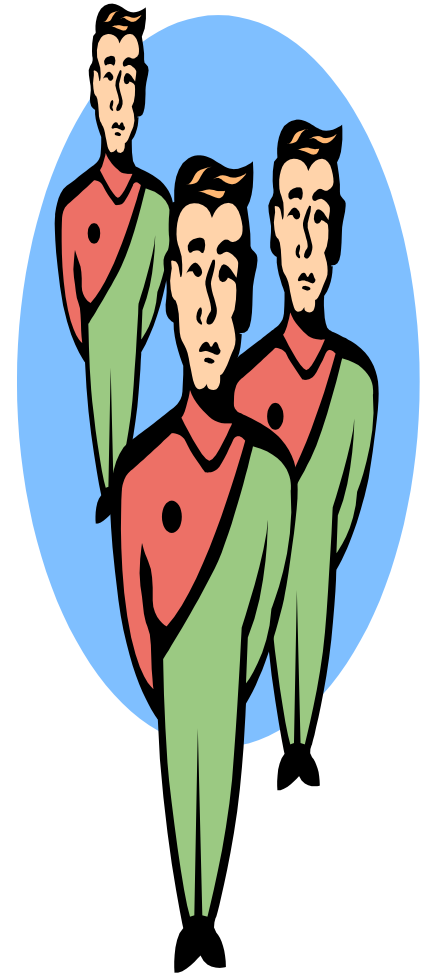
Types of Interviews

Standardized Interview

The same exact questions are asked of all candidates interviewed.

Structured Interview

The same exact questions are asked of all candidates interviewed and there is a preset system/guideline established to evaluate each answer.



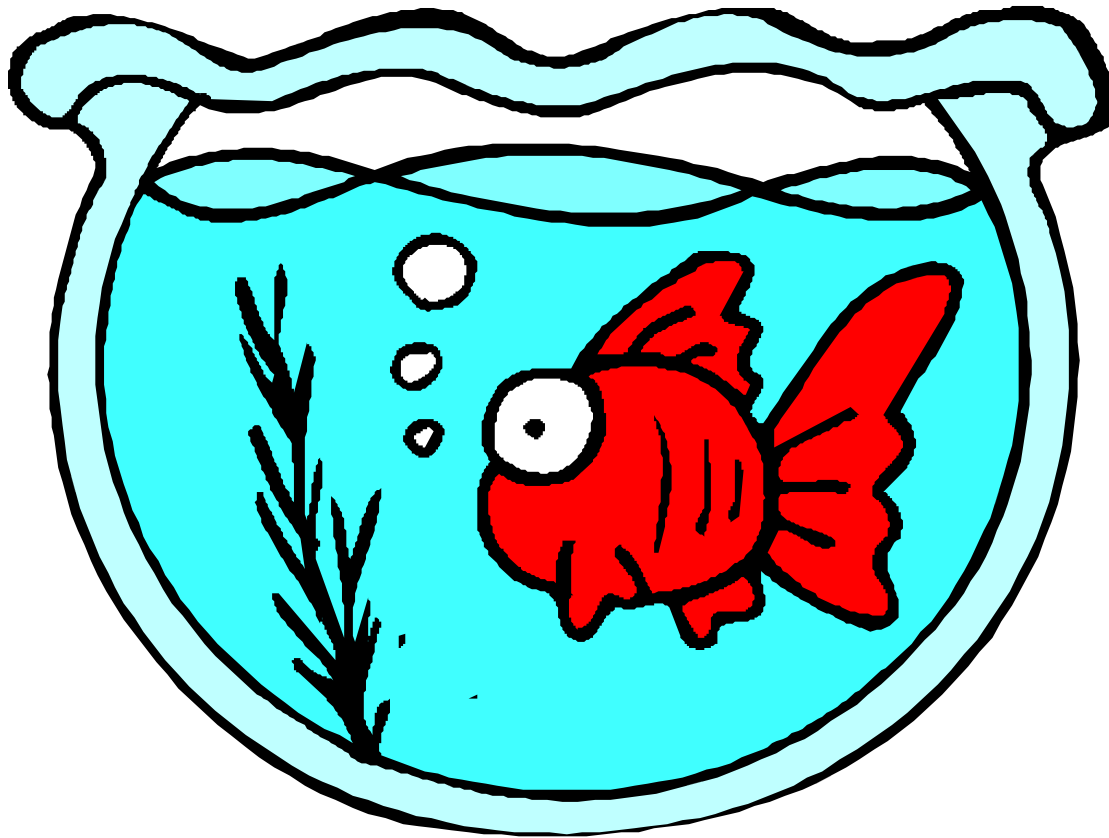
Format of Interview

Panel Interview

- Supervisor
- Technical Person
- Human Resources Person



Fish Bowl Effect



Always Take Universal Precautions When Interviewing



L.O.S.

(Litigation Obsession Syndrome)



BEWARE OF INTERVIEWING

ICE-BREAKER QUESTIONS



Conducting the Interview



- Put candidates at ease.
- Take notes.
- Avoid discriminatory and non-job related questions.
- Address job-related issues (duties, requirements of schedule, etc.)

Avoid Non-Job Related Questions!



- No age, race, disability, marital status, children, pregnancy questions, etc.!
- No height, weight, transportation issues, or if he/she has ever been arrested.

Stick with Job Requirements and Ask *Every* Candidate!!



- Can you routinely lift 50-lb. bags?
- Are you able to report to work each day at 8:00 a.m.?
- Can you work overtime during our peak period from April through June each year?
- Are you able to travel as required, usually a day per week, with overnight trips about twice a month?

After the Interview



- Notify applicant selected.
- Inform those not chosen.
- Follow up with Human Resources.

Reference Checking



1. May ask applicant for names.
2. May contact, with or without his permission.
3. Ask only factual, job-related questions!
4. Usually, work with the person's previous HR Office or past immediate supervisor.
5. May ask about PPR ratings, merit increases, and letters of reprimand.

Giving References



1. Are you allowed to give them?
2. Do NOT give information that is not job-related!
3. Do NOT volunteer information unless requested.
4. Do NOT give information that is not first-hand.
5. Do NOT make subjective statements without factual information to support.

ORIENTATION OF NEW EMPLOYEES

Studies have indicated that there is a direct relationship between orientation programs and employee turnover in the 1st. year of employment.



ORIENTATION OF NEW EMPLOYEES

New employee orientation is a continuous process of learning and adapting into a work unit.



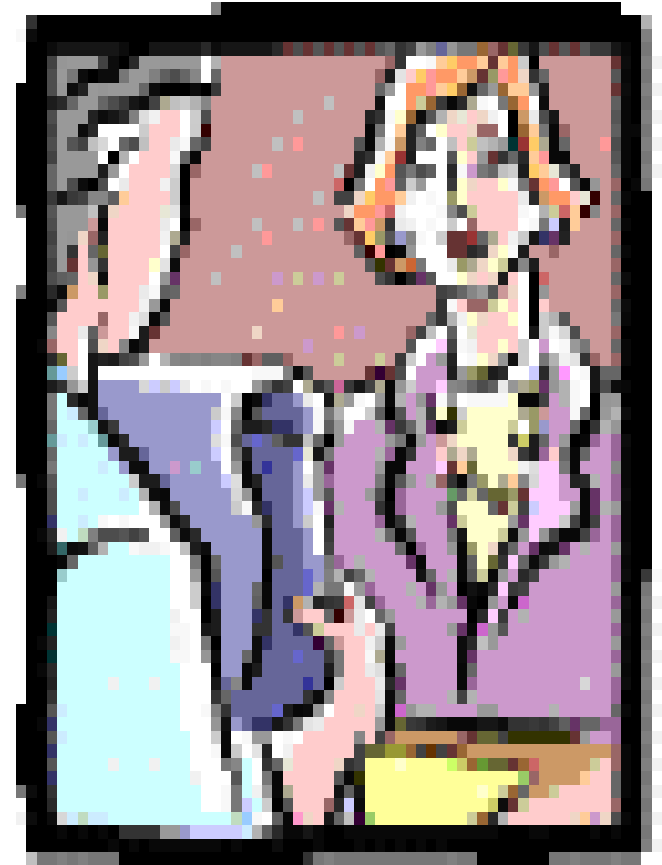
NEW EMPLOYEE ORIENTATION

- Orient the new employee immediately.
- Introduce the new employee to staff members.
- Conduct a tour of the facility for the new employee.



NEW EMPLOYEE ORIENTATION

- Give the new employee a handbook.
- Explain the work unit's procedures to the new employee.
- Give the new employee a copy of his position description.



NEW EMPLOYEE ORIENTATION

- Conduct the PPR planning session as soon as possible.
- Make it clear, from the beginning, what your expectations are.
- Encourage the new employee to ask questions.



NEW EMPLOYEE ORIENTATION

- Make yourself accessible for the new employee to ask questions.
- Establish on-the-job training for the new employee.
- Play an active role in the continuing development of the new employee.



CLASS EXERCISE

EXAMPLES OF GOOD AND BAD ORIENTATION PROGRAMS



LAWS REGARDING BREAKS



FEDERAL

The FLSA does not require an employee to have a lunch break or any other kind of break.



STATE

There is NO Louisiana State Law that requires an employee to have a lunch break or any other kind of break, unless that person is a minor (under the age of 18).

STATE OF LOUISIANA MINOR LABOR LAW



1950 Louisiana Revised Statutes (as amended)

Title 23, Chapter 3, Subsection 3

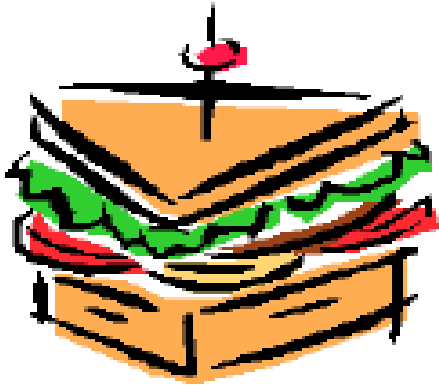


Minors, under the age of 18, must be given a 30-minute break
after 5 hours of work.



Work Breaks

1. Optional with agency - not required by C.S. rules.
2. Counted as work time.
3. Not at beginning or end of day or added to lunch.
4. May be managed by supervisors - check your agency's policy.

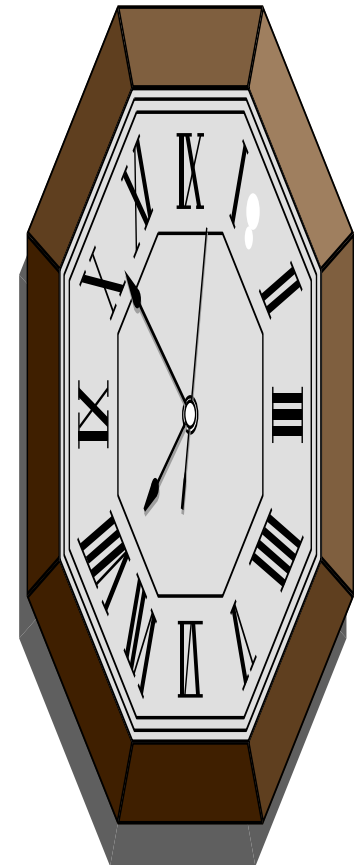


Lunch

1. Not work time...agency determines policy.
2. If permit non-exempt employee to work during lunch, count it as work time.
3. La. Minor Labor Law - No minor under 18 years shall work for any 5-hour period without one interval of at least 30 minutes for meals...doesn't count as work time.

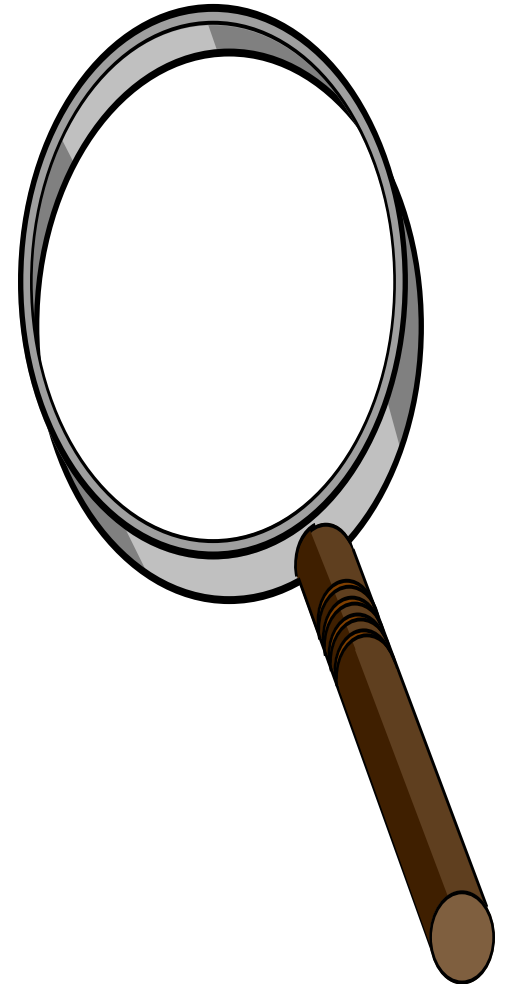
Overtime Rules (Chapter 21)

- C.S. Rule 21.1 states: “An employee in the classified service may be required to work overtime.”
- It is the agency’s option if pay or k-time will be given for overtime.
- Overtime is subject to the provisions of the Fair Labor Standards Act (FLSA).
- There are only two kinds of employees when it comes to overtime: “Exempt” and “Non-Exempt” as determined by the agency (C.S. Rule 21.2).
- “Exempt” employees are not covered by the FLSA. The FLSA only covers “Non-Exempt” employees.



Definition of State Overtime (C.S. Rule 21.7)

- Work performed in excess of a regularly scheduled workday.
- Work performed in excess of a regularly scheduled work period.
- Work performed on a holiday, including designated holidays.
- Work performed during official office closures.
- Work performed at the direction of the Appointing Authority or designee.



Compensation Rate for Overtime:

For “Non-Exempt” employees: (C.S. Rule 21.8)

- Work physically performed over 40 hours in a work week is compensated at 1 1/2 rate.
- Work performed that is not actually in excess of 40 hours in a work week is compensated at straight rate. (Rare exceptions include working during holidays or emergency office closures. In these instances, agencies may choose to compensate employees at 1 1/2 rate.)



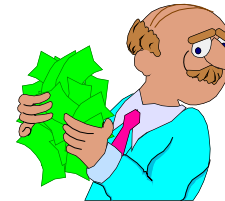
Compensation Rate for Overtime

For “Exempt” employees: (C.S. Rule 21.9)

- No Compensation



- Straight Rate



* In extremely rare circumstances, 1 1/2 rate may be granted to “exempt” employees. These situations would only include work that is performed during an emergency office closure or upon special exceptions granted by the Civil Service Commission.

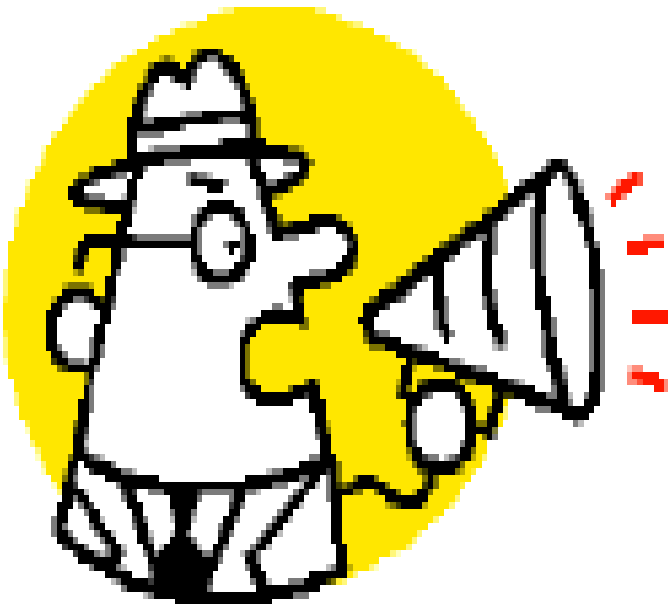
POSITION DESCRIPTIONS AND ALLOCATIONS

In state employment, allocation determines:

- Job Title
- Pay Range
- Qualifying Experience
- PPR Expectations and Ratings



POSITION DESCRIPTIONS AND ALLOCATIONS



State employees
can be assigned
duties that are not
specifically
mentioned in their
job descriptions!

POSITION DESCRIPTIONS AND ALLOCATIONS

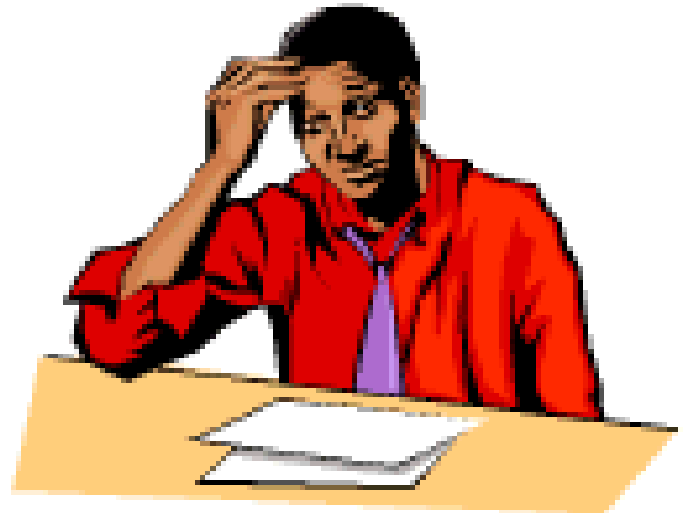
Supervisors should not assign duties that are:

- Illegal
- Immoral
- Unethical
- Abnormally Dangerous (OSHA)
- Requires a certain license or certification



POSITION DESCRIPTIONS AND ALLOCATIONS

A supervisor should periodically review all of his employees' position descriptions for accuracy and update them, if necessary.



POSITION DESCRIPTIONS AND ALLOCATIONS



Job Specification - a general listing of the types of duties and responsibilities that are associated with a particular job title.

Position Description - the specific information regarding the duties and responsibilities defined for a particular position at an agency.

POSITION DESCRIPTIONS AND ALLOCATIONS

- Allocations of positions are based on the duties and responsibilities of the position itself, not on the individual occupying the position.
- A position should be reallocated when the duties and responsibilities of a position undergo an ongoing and significant change.



POSITION DESCRIPTIONS AND ALLOCATIONS

Reallocations of positions are NOT based on:

- Seniority
- Good work performance
- Employee's need for a pay increase
- Because an employee is near retirement
- Because an employee is at pay range maximum



POSITION DESCRIPTIONS AND ALLOCATIONS



The writing of position descriptions should typically be a cooperative effort involving the employee, the supervisor, and the Human Resources office.

POSITION DESCRIPTIONS AND ALLOCATIONS

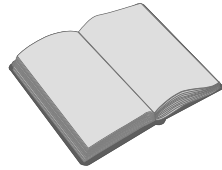
Responsibilities for position descriptions:

Supervisor:

- Assign and reassign duties
- Prepare and review position descriptions
- Explain duties of the position to the employee

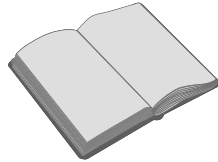


Civil Service Rule 5.2 (d)



Allocation of positions shall be based on those duties being actually certified as true by the appointing authority as stated on the official position description form. Falsification or misrepresentation of duty statements are a violation of Civil Service Rules and any such falsification or misrepresentation cannot support allocation into any job.

Civil Service Rule 14.1 (j)



No person shall make any false statement, certificate, mark rating, form or report with regard to any application, test certification, personnel transaction, appointment or employment made under any provision of the Article, the Rules or a regulation of the Department of Civil Service, or in any manner commit or attempt to commit any fraud preventing the impartial execution of the Article, Rules and regulations.

CLASS EXERCISE

FALSIFICATION SITUATIONS



ILLEGAL DISCRIMINATION AND HARASSMENT

- Title VII of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, religion, gender, or national origin.
- Chapter 14 of the Civil Service rules prohibits discrimination on the basis of race, sex, religious, or political beliefs.

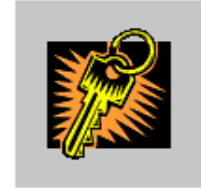


ILLEGAL DISCRIMINATION AND HARASSMENT

Title VII of the Civil Rights Act of 1964 also prohibits sexual harassment.



ILLEGAL DISCRIMINATION AND HARASSMENT



Key action steps for supervisors:

- Never engage in any activities that involve illegal discrimination or any form of harassment.
- Take corrective action immediately, do not wait for a complaint.
- Report it immediately to the proper personnel at your agency, as designated by your agency policy.
- Always consult with your agency's Human Resources office.

Statistics on Workplace Violence

(According to a study conducted by OSHA)

44% - Customer/Clients

24% - Strangers

20% - Co-Workers

7% - Bosses

5% - Former Employees



Formula for Workplace Violence

Stress + Inappropriate Responses + Opportunity = Violence



(OSHA STRESSES THE IMPORTANCE OF A ZERO TOLERANCE POLICY IN THIS AREA)

CLASS EXERCISE

STAFF REVIEW ON HARASSMENT



CLASS EXERCISE

POLITICAL ACTIVITY



Prohibited Political Activity

- In State Constitution
- Effort to support or oppose a political candidate or party
- Avoid even the appearance of support or opposition



U.S. Supreme Court Upholds Restrictions



- Ruled it is legal to limit free speech and right of association for government employees.
- Overriding govt. interest in avoiding fact and appearance of political support by public servants.
- Public must trust that we are working in the public's interest, and not for political interests.



We may...

- Serve as poll commissioner
- Support or oppose issues
- Attend free function open to the public to hear views
- Belong to organization whose primary purpose is not political

We shall not...

- Become a candidate
- Make or ask for contributions
- Take active part in campaign
- Attend any fund raiser
- Have bumper sticker on your car



We shall not...(cont).

- Have a political yard sign
- Wear political hat, pin, etc.
- Contribute or volunteer time
- Publicly announce support or opposition (except private talks)
- Politically coerce anyone



Political Bumper Stickers



NO for a vehicle regularly driven by a classified state employee.

OK for a vehicle occasionally driven (perhaps the spouse's car), but be careful of the appearance of political support!!!



Political Signs on Property

NO for...

1. a classified state employee who lives alone or lives with someone who does not co-own the house/property
2. a classified state employee's rental property & other property

OK for...

1. a classified state employee who co-owns the house or property with a non-classified state employee

IMPORTANT INFORMATION:

COURSE EVALUATIONS

- Anonymous
- Place them face down when finished

TEST REVIEW

- Answer as a group
- Questions are not direct questions from the actual test

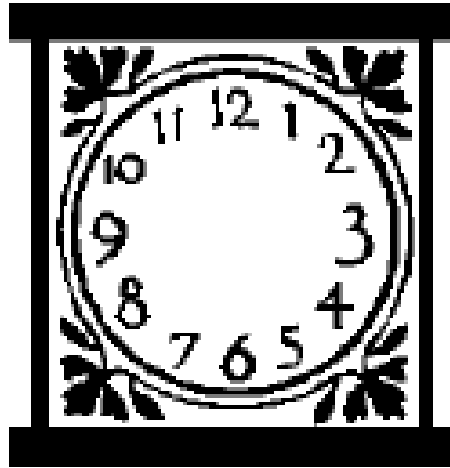
TESTS

- Do not write on the test itself.
- Only write on the answer sheet.
- A passing grade is 70 or better.
- The test is not a group activity.

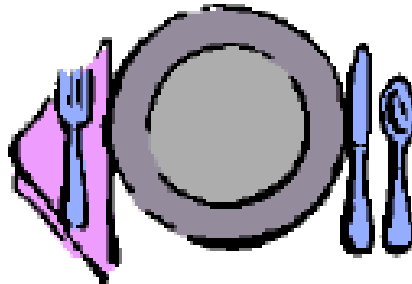
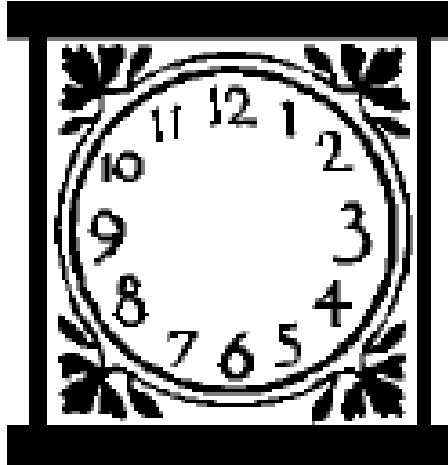


PLEASE DO NOT
FORGET TO PICK UP
YOUR CERTIFICATES OF
COMPLETION BEFORE
YOU LEAVE!

MORNING BREAK



LUNCH BREAK



AFTERNOON BREAK

